*YOU MUST SUBSCRIBE TO YOUR NETWORK PROVIDER'S CALLER DISPLAY SERVICE FOR THIS FEATURE AND FOR SMS TO WORK. FOR SMS YOU MUST NOT WITHHOLD YOUR NUMBER. A FEE MAY BE PAYABLE.

User Guide

BT RELATE SMS

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

Please open this page for an 'at a glance' guide to your BT Relate SMS.

Please open this page for a further 'at a glance' guide to your BT Relate SMS.

At a glance

Calls light
Flashes when you have unviewed calls in the Calls list.

SMS light
Flashes when you have unviewed SMS text messages

Handset park
When the phone is wall mounted you can hang the handset here if you need to leave the phone during a call.

◀ or ▶ buttons
Use to scroll backwards and forwards through the menu options.

Calls button
Press to access the Calls List.

Directory button
Press to access the Directory.

Redial button
To redial a number from the redial list.

Dial button
To dial a displayed number.

Undo button
To return to the previous display screen.

Press repeatedly to return to standby.

Menu button
To access the menu options.

✔ Button
Press to confirm a setting.

X button
To delete an incorrect digit/character.

To delete Directory entries, Calls list entries and SMS messages.

M1- M5 buttons
Direct memory buttons.

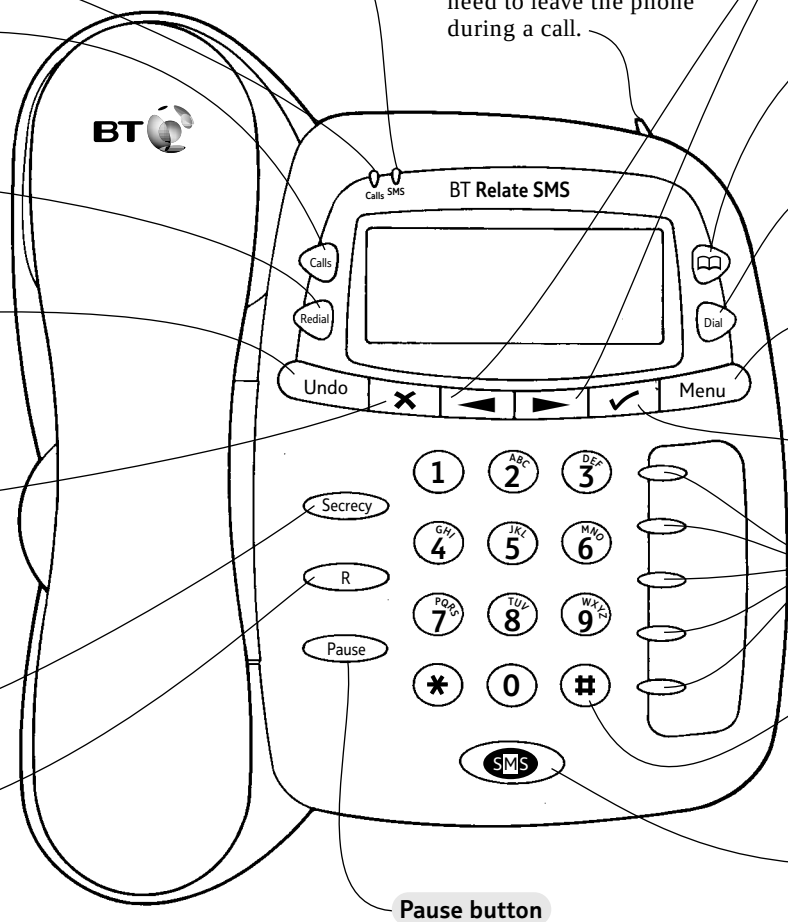
 # button
To change from upper to lower case when storing names and writing SMS text messages.

Secrecy button
Use to turn secrecy on/off.

R button
For use with a switchboard/PBX and BT Calling features, *see page 39 and 22*.

Pause button
Press to enter a pause in a stored number.

SMS button
Press to access the SMS menu options.



Quick guide to display icons

Displayed when the batteries are low and need replacing.

Indicates that secrecy is on.

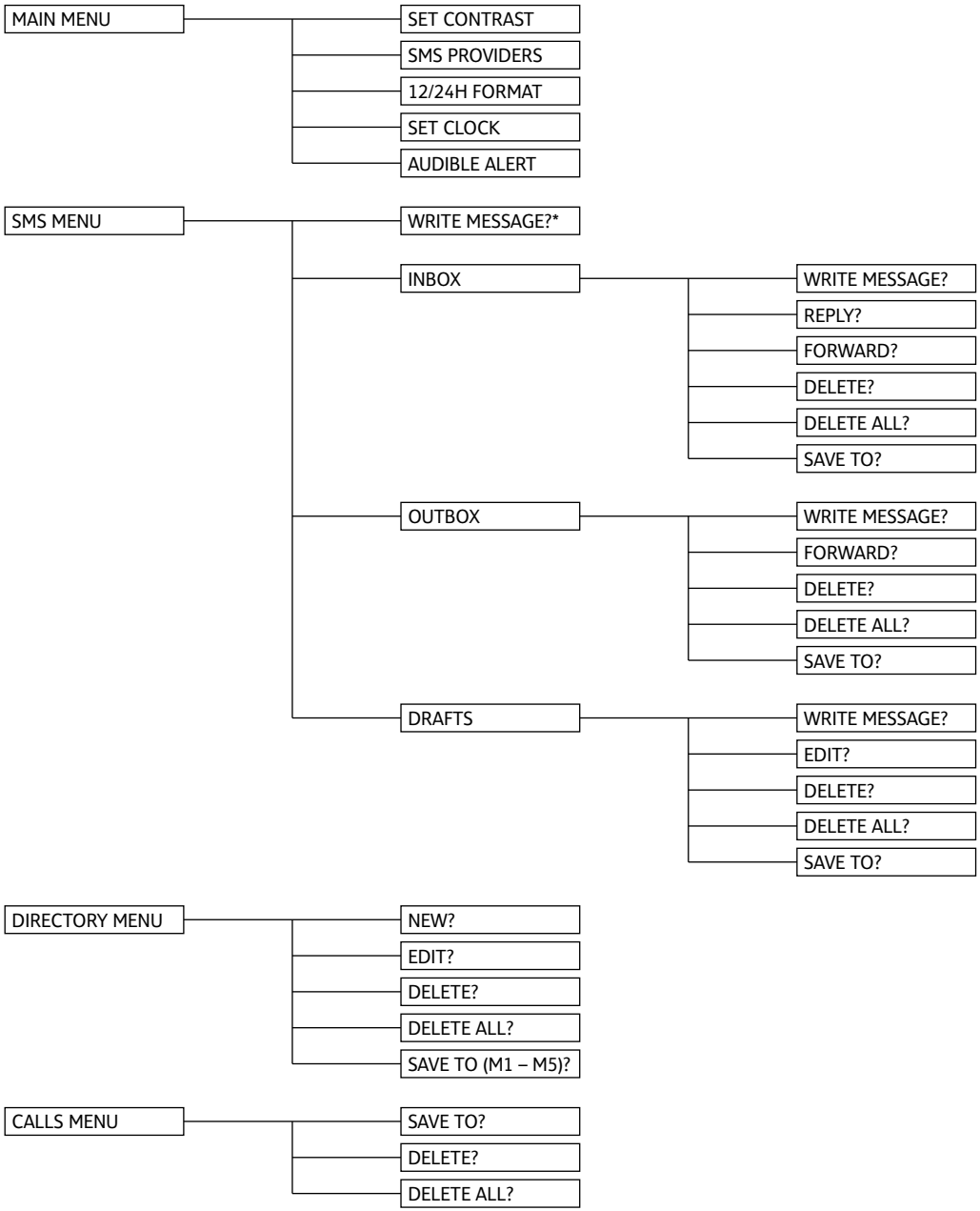
NEW Displayed when you have new Calls list entries.

REPT Indicates that a number stored in the Calls list has called more than once.

002 Shows you which Calls list entry or which SMS message you are currently viewing, e.g. number 2.

Standby screen

Menu Structure



In this guide

Note

There is a detailed INDEX at the end of this guide, see page 50.

At a glance **1**

Quick guide to display icons **2**

Menu structure **3**

Introduction **5**

Safety information **6**

Setting up **7**

Using your Relate SMS **10**

Making and receiving calls 10
Call timer 11
Redial 11
Ringer volume 11
Secrecy 12
Display contrast 12
12/24 Hour Clock 12
Time and date display 13
SMS message audible alert on/off 13
5 Name and number direct memories 14
Character map 15
100 Name and number directory 17

BT Calling Features **22**

Caller Display 22
Calls list 22

SMS Text Messaging **26**

Using SMS 27
Character map 27
Write and send an SMS message 28
Receiving an SMS message 30
Delivery of SMS messages 31
SMS Service Centre numbers 36
Sending SMS text messages from mobile phones 37

General information **38**

Guarantee 38
If you have to return your product 38
Technical information 38
Switchboard compatibility 39
Help 40

SMS Service Conditions **42**

Wall mounting template **49**

Index **50**

Note

In this user guide, we've included helpful tips and useful notes. They are shown in a white box like this.

Introduction

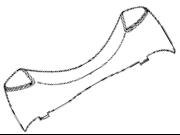
Your Relate SMS is designed for ease of use and made to the high standards set by BT.

You can expect your Relate SMS to provide many years of quality service. Please read the instructions carefully before use and keep this user guide for future reference.

Unpacking your Relate SMS

Check that your Relate SMS is complete.

If anything is missing, please contact your place of purchase immediately.

Relate SMS telephone	
Handset and cord	
Telephone line cord	
4 x AA batteries	
Desk mounting plinth	
Wall plugs and screws	

For your records

Date of purchase:

Place of purchase:

Serial number:
(on the underside of the base unit)

For guarantee purposes proof of purchase is required, so please keep your receipt.

Safety information

General

Do not dismantle the telephone. This could expose you to high voltages or other risks.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean your Relate SMS with a damp (not wet) cloth, or an anti-static wipe.

Never use household polish, as this will damage the product.

Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as in bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the telephone line cord for the duration of the storm.

Setting up

Follow these steps to set up your Relate SMS ready for use.

Plan the location

Situate your Relate SMS close enough to the telephone socket so that the line cord will reach.

Do not situate the product in the bathroom or other humid areas.

1 Install the batteries

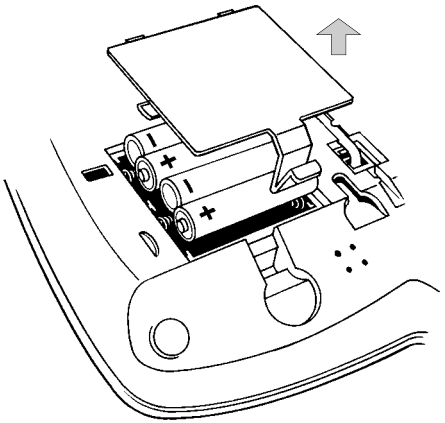
The display on your Relate SMS is powered by 4 x AA batteries.

Make sure the phone is not plugged into the phone socket.

Note

If you are replacing batteries you will need to remove the desk mounting plinth (if attached) to gain access to the battery compartment.

Open the battery compartment on the back of your telephone by pushing in the plastic clip and lifting off the battery cover. Then insert the batteries as shown.



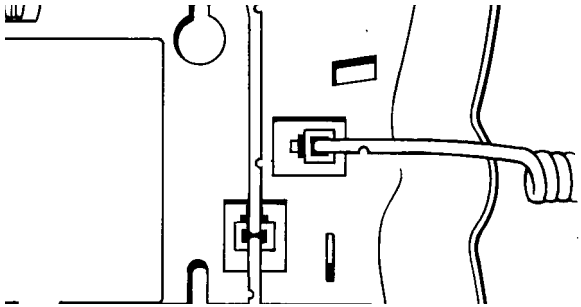
Replace the battery compartment cover.

Note

When your batteries are close to becoming completely flat, [battery] will flash in the top left corner of the display. If you do not replace the batteries they will become totally discharged and your display will not work.

2 Connect the handset

Plug one end of the handset cord into the handset and the other end into the socket on the underside of the telephone.

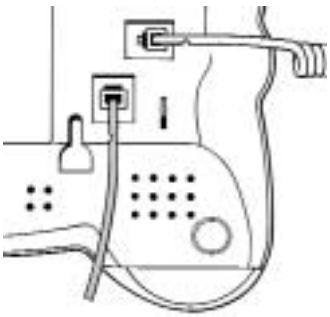


Then place the handset on the telephone cradle.

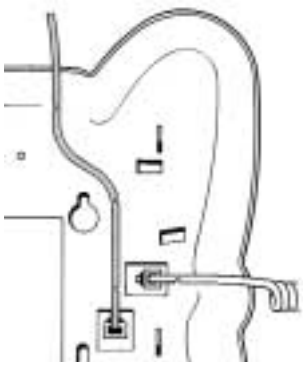
3 Connect the telephone line cord to the underside of your Relate telephone

Route the line cord as shown in the illustration according to whether your phone is to be wall or desk mounted.

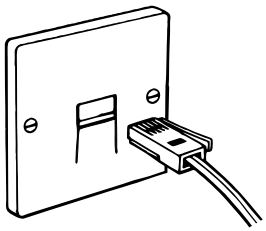
Route for wall mounting



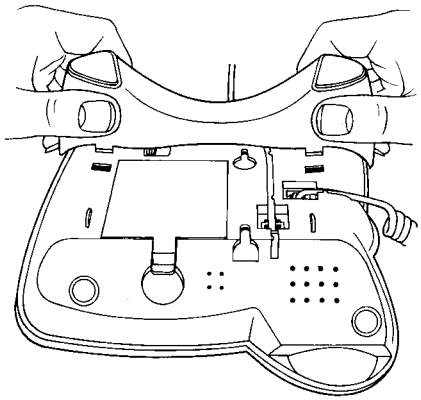
Route for desk mounting



4 Connect the telephone line cord



5 Fit the plinth for desk mounting



If you are using your Relate SMS as a desk phone you will need to fit the plinth on to the base.

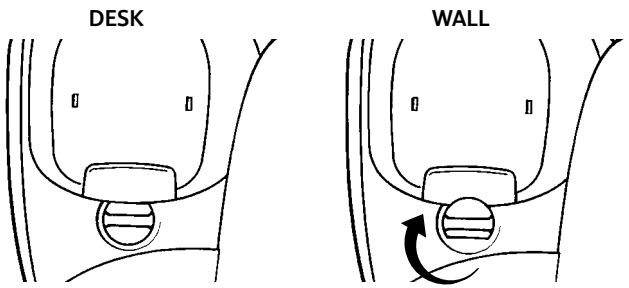
Ensure all cables on the underside of the base are in their respective channels.

Proceed by holding the plinth as shown in the illustration, now lower the plinth so that the two lugs nearest to you, fit into the corresponding holes on the base, as shown.

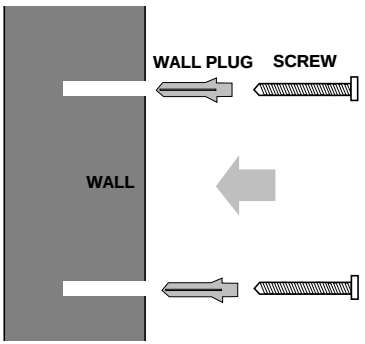
Push and squeeze until the plinth clicks into place from front and back.

6 Wall-mounting your Relate SMS

1 Using a coin, rotate the handset clip to prevent the handset from falling when the product is wall-mounted.



2 Use the template on page 49 and a 6mm drill bit to drill holes in the wall. Leave an 8mm gap between the screw heads and the wall.



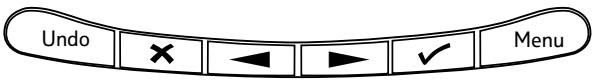
3 Place your Relate SMS over the screw heads and slide down.

Your Relate SMS is now ready for use.

Note

You can set the time on your Relate SMS display, please refer to pages 12–13 for instructions.

Using your Relate SMS



Your Relate SMS has a menu driven display. The ◄ and ► buttons allow you to scroll through the menu and the ✔ button allows you to select options within each menu.

Note

To exit a menu at any time, press the Undo button. This will take you back one step. To return to the standby screen keep pressing the Undo button.

Making and receiving calls

To make a call

Pick up the handset.

Listen for the dialling tone.

Dial the number you want.

Preparatory dialling

Without lifting the handset, enter the number to be dialled. The number is shown on the display. If you make a mistake, press the ✘ button to remove any incorrect digits.

If you have entered the number correctly, press the **Dial** button to dial the number.

The display shows LIFT HANDSET. The number will be dialled automatically 3 seconds after lifting the handset.

Note

If the handset is not lifted within 6 seconds, your Relate SMS will automatically return to the standby screen.

Call timer

Your handset will automatically time the duration of all external calls. The bottom line of the display shows the call duration both during your call and for a few seconds after it is completed.

To end a call

Replace the handset.

To receive a call

When the phone rings:

The red calls light flashes and the handset display will show EXTERNAL CALL.

Or, if you have subscribed to a Caller Display Service it will show your caller's telephone number or name if you have stored it in your directory (unless the number has been withheld or is an international number).

Lift the handset to answer the call.

Redial

Your Relate SMS automatically saves the last 5 telephone numbers dialled into a redial list. Each redial number can be up to 32 digits long.

To automatically redial one of these numbers

Press the **Redial** button repeatedly to scroll through the last 5 dialled numbers.

When the number you want to redial is displayed, press the **Dial** button.

The display shows LIFT HANDSET. The number will be dialled automatically 3 seconds after lifting the handset.

Note

If the handset is not lifted within 6 seconds, your Relate SMS will automatically return to the standby screen.

Ringer Volume

Note

The ringer volume switch is located on the underside of your Relate SMS, underneath the desk plinth.

Move the switch on the underside of your Relate SMS to your preferred position, Hi, Low or Off.

Secrecy

When on a call you can talk to someone in the same room without your caller hearing.

To switch Secrecy on and off

To switch on during a call:

Secrecy

Press and release the **Secrecy** button.

The secrecy icon X will be displayed and your caller will be put on hold.

While secrecy is on you can talk to someone in the same room without your caller hearing you. You will still be able to hear your caller.

To switch off during a call:

Secrecy

Press *and release* the **Secrecy** button again to return to your caller. The secrecy icon ⊠ will disappear from the display.

To set the display contrast

Menu

Press the **Menu** button.

The display shows SET CONTRAST.

✔

Press the ✔ button.

The display shows PRESS < or >.

◄ ►

Press the ◄ or ► button to select from 6 contrast settings.

Each time you press ◄ or ► the display will alter to show you the current contrast setting.

✔

Press the ✔ button when the contrast you want is displayed.

The display shows SET CONTRAST COMPLETED.

To set the 12/24 Hour Clock

When receiving your first incoming call the Caller Display service will automatically set the clock.

However, if you wish to set the clock manually then follow the steps below.

Note

The year setting must be selected manually as this is not set by the Caller Display service.

Menu

Press the **Menu** button.

The display shows SET CONTRAST.

◄ ►

Press the ◄ or ► button to scroll to 12/24 H FORMAT.

✔

Press the ✔ button.

The display flashes the current setting.

◄ ►

Press the ◄ or ► button to select either 12 HOUR or 24 HOUR.

✔

Press the ✔ button.

The display shows 12/24 H FORMAT COMPLETED.

Your Relate SMS returns to the standby screen.

To set the time and date on the display

Press the **Menu** button.

The display shows SET CONTRAST.

Press the ◀ or ▶ button to scroll to SET CLOCK.

Press the ✔ button.

The display shows TIME: and the current hour setting flashes.

Press the ◀ or ▶ button repeatedly to scroll to the correct hour setting.

Note

If using the 12 hour clock format you should ensure that the correct am/pm setting is showing.

Press the ✔ button.

The current minute setting flashes.

Press the ◀ or ▶ button repeatedly to scroll to the correct minute setting.

Press the ✔ button.

The display shows DATE: and the current date setting flashes.

Press the ◀ or ▶ button repeatedly to scroll to the correct date setting.

Press the ✔ button.

The current month setting flashes.

Press the ◀ or ▶ button repeatedly to scroll to the correct month setting.

Press the ✔ button.

The current year setting flashes.

Press the ◀ or ▶ button repeatedly to scroll to the correct year setting.

Note

You may need to set the current year manually as your product is pre-set to 2003 and the year is not provided by the Caller Display service.

Press the ✔ button.

The display shows DATE: COMPLETED.

Your Relate SMS returns to the standby screen.

To set the SMS message audible alert on or off

When you receive a new SMS message you will hear a series of 3 beeps to alert you.

The default for this setting is ON.

Press the **Menu** button.

The display shows SET CONTRAST.

Press the ◀ or ▶ button to scroll to AUDIBLE ALERT.

Press the ✔ button.

The display shows the current setting.

Press the ◀ or ▶ button to select either ENABLE (for ON) or DISABLE (for OFF).

Press the ✔ button.

The display shows AUDIBLE ALERT COMPLETED.

Your Relate SMS returns to the standby screen.

5 Name and number direct memories

You can store five of your most frequently used names, telephone and mobile numbers in the memory. Please note that numbers can be no more than 16 digits long and names no more than 16 characters.

To store a direct memory

Press a memory button (**M1** to **M5**).

If the memory location is empty, the display shows NEW?

Press the ✔ button.

The display shows TEL: followed by a flashing cursor.

Enter the telephone number using the keypad buttons.

If you enter a digit incorrectly use the ✘ button to delete it and then enter the correct digit.

Press the ✔ button to confirm the number.

The display shows NAME: followed by a flashing cursor.

Enter a name using the keypad buttons.

Note

You can change between upper and lower case by pressing the **#** *button. To insert a space between characters press the* **0** *button or the* ► *button and the cursor will automatically move to the right ready for you to enter the next character. Use the* **1** *button or the* ★ *button for other punctuation characters (see character map on page 15).*

The first letter of any entry will be in upper case and subsequent letters will be lower case.

Pressing the **#** button will change new text to upper case, another press will return to new text being in lower case.

For example, if you wish to enter the name Tom:

To enter the letter T, press the **8** button. The cursor will automatically move to the right.

To enter the letter o, press the **6** button *three times.*

To enter the letter m, press the **6** button.

If you enter a character incorrectly use the ✘ button to delete it and then enter the correct character.

When you have entered the name correctly, press the ✔ button.

The display shows MOBILE: followed by a flashing cursor.

Enter the mobile number using the keypad buttons.

If you enter a digit incorrectly use the ✘ button to delete it and then enter the correct digit.

Note

If you do not want to store a mobile number, press the ✔ button when the display shows MOBILE:

When you have entered the mobile number, press the ✔ button to confirm.

The display shows RECORD SAVED!

Your Relate SMS will then automatically return to the standby screen.

Character map

These are the characters you can use when storing a direct memory or directory name entry, or when writing a text message.

1	1 , . ? ! ' @ & ( ) : ; _
2 ABC	a b c 2 ä æ â à á â ç
3 DEF	d e f 3 è é ê ë
4 GHI	g h i 4 ì í î ï
5 JKL	j k l 5 €
6 MNO	m n o 6 ñ ö ò ó ô
7 PQRS	p q r s 7
8 TUV	t u v 8 ù ú û ü
9 WXYZ	w x y z 9
0	Space 0
*	* # + - / = £ % $ < >
#	to switch between upper and lower case
◄	to skip backwards through the characters
►	to skip forwards through the characters

Note

*Stored numbers can include switchboard and network services that use the * and # *buttons as well as PAUSE and RECALL functions. Please note to use # in a memory name or text message, you will need to press the * button twice, you cannot enter a # by pressing the # button.*

To enter a pause in a directory number, press the **Pause** *button.*

To dial a direct memory

Without lifting the handset:

Press a memory button (**M1** to **M5**).

The stored name and telephone number will be displayed.

If you want to dial the mobile number, press the ◄ or ► button to scroll to the mobile number.

When the number you want to dial is displayed, press the **Dial** button.

The display shows LIFT HANDSET. The number will be dialled automatically 3 seconds after lifting the handset.

Note

If the handset is not lifted within 6 seconds, your Relate SMS will automatically return to the standby screen.

To edit a direct memory

Press a memory button (**M1** to **M5**).

The stored name and number will be displayed.

Press the **Menu** button.

The display shows EDIT?

Press the ✔ button.

The display shows the stored telephone number followed by a flashing cursor.

Use the ◀ or ▶ buttons to move backwards and forwards through the digits.

Use the ✘ button to delete any unwanted digits.

Enter the new digits using the keypad buttons.

Press the ✔ button to confirm the number.

The display shows the stored name followed by a flashing cursor.

Use the ◀ or ▶ buttons to move backwards and forwards through the characters.

Use the ✘ button to delete any unwanted characters.

Enter the new characters using the keypad buttons.

Press the ✔ button to confirm the name.

The display shows the stored mobile number followed by a flashing cursor.

Use the ◀ or ▶ buttons to move backwards and forwards through the digits.

Use the ✘ button to delete any unwanted digits.

Enter the new digits using the keypad buttons.

Press the ✔ button to confirm the mobile number.

The display shows RECORD SAVED!

Your Relate SMS will then automatically return to the standby screen.

To copy a number from a direct memory to the directory

You can copy a direct memory number into the directory for quick and easy dialling in the future.

Press a memory button (**M1** to **M5**).

The first entry will be displayed.

When the entry you want to save is displayed, press the **Menu** button.

The display shows EDIT?

Press the ◀ or ▶ buttons to scroll to SAVE TO DIRECTORY?.

Press the ✔ button.

The display shows RECORD SAVED!

To dial this number in the future, you should follow the section, '*To dial a name and number in the directory*' on page 18.

To delete a direct memory

Press a memory button (**M1** to **M5**).

The stored name and number will be displayed.

Press the ✘ button.

The display shows DELETE?

Press the ✔ button to confirm.

The display shows RECORD DELETED!

Your Relate SMS will then automatically return to the standby screen.

100 Name and number directory

You can store entries for up to 100 callers in your phones directory. For each caller you can store a name, telephone and mobile number for quick and easy dialling. Please note that numbers can be no longer than 16 digits and names no longer than 16 characters. Directory entries are stored alphabetically by the name.

Note

If you want to exit the directory and return to the standby screen at any time, press the **Undo** *button. If you do not press a button for more than 20 seconds your Relate SMS will automatically return to the standby screen.*

To store a name and number in the directory

Press the **Directory** button.

If no entries are present NEW will be displayed, otherwise the first alphabetical entry will be displayed.

Press the **Menu** button to enter the directory menu.

The display shows NEW?

Press the ✔ button.

The display shows TEL: followed by a flashing cursor.

Enter the telephone number using the keypad buttons.

If you enter a digit incorrectly use the ✘ button to delete it and then enter the correct digit.

Press the ✔ button to confirm the number.

The display will show NAME: followed by a flashing cursor.

Enter a name using the keypad buttons.

Note

Pressing the # button will change new text to upper case, another press will return to new text being in lower case. To insert a space between characters press the 0 button or the ► button and the cursor will automatically move to the right ready for you to enter the next character. Use the 1 button or the ✶ button for other punctuation characters.

If you enter a character incorrectly use the ✘ button to delete it and then enter the correct character.

For more detailed information on entering characters, refer to the character map, on page 15.

The first letter of any entry will be in upper case and subsequent letters will be lower case.

For example, if you wish to enter the name Tom:

To enter the letter T, press the **8** button. The cursor will automatically move to the right.

To enter the letter o, press the **6** button *three times.*

To enter the letter m, press the **6** button.

When you have entered the name correctly, press the ✔ button.

The display shows MOBILE: followed by a flashing cursor.

Enter the mobile number using the keypad buttons.

If you enter a digit incorrectly use the ✘ button to delete it and then enter the correct digit.

Note

If you do not want to store a mobile number, press the ✔ button when the display shows MOBILE:

When you have entered the mobile number, press the ✔ button.

The display shows RECORD SAVED!

Your Relate SMS will then automatically return to the standby screen.

To view and dial a name and number in the directory

Press the **Directory** button.

The first alphabetical entry in the directory will be displayed (if there are no entries in the directory the display will show NEW?).

Use the ◄ or ► buttons to scroll through the directory to find the entry you want.

Or

To search alphabetically, press the relevant keypad button, for example to find Tom, press the **8** button and to display the first entry beginning with T and then use the ◄ or ► buttons to scroll through the entries under T.

Note

If you have stored a telephone and mobile number for a name, then the display will show the name and telephone number on one screen followed by the name and mobile number on the next screen.

When you have viewed all the directory entries END OF LIST! will be displayed.

To dial a displayed entry, press the **Dial** button.

The display shows LIFT HANDSET. The number will be dialled automatically 3 seconds after lifting the handset.

Note

If the handset is not lifted within 6 seconds, your Relate SMS will automatically return to the standby screen.

To edit a name and number in the directory

Press the **Directory** button.

The first alphabetical entry will be displayed.

Use the ◄ or ► buttons to scroll through the directory to find the entry you want to edit.

Or

To search alphabetically, press the relevant keypad button, for example to find Tom, press the **8** button to display the first entry beginning with T and then use the ◄ or ► buttons to scroll through the entries under T.

When the entry you want to edit is displayed, press the **Menu** button to enter the directory menu.

The display shows NEW?

Press the ◄ or ► buttons to scroll to EDIT?

Press the ✔ button.

The display shows the stored telephone number followed by a flashing cursor.

Use the ◄ or ► buttons to move backwards and forwards through the digits.

Use the ✘ button to delete any unwanted digits.

Enter the new digits using the keypad buttons.

Press the ✔ button to confirm the telephone number.

The display shows the stored name followed by a flashing cursor.

Use the ◄ or ► buttons to move backwards and forwards through the characters.

Use the ✘ button to delete any unwanted characters.

Enter the new characters using the keypad.

Press the ✔ button to confirm the name.

The display shows the stored mobile number followed by a flashing cursor.

Use the ◄ or ► buttons to move backwards and forwards through the digits.

Use the ✘ button to delete any unwanted digits.

Enter the new digits using the keypad buttons.

Press the ✔ button to confirm the mobile number.

The display shows `RECORD SAVED!`

Your Relate SMS will then automatically return to the standby screen.

To copy a number from the directory to a direct memory

You can select and save a directory entry into a direct memory for quick and easy dialling in the future.

Press the **Directory** button.

The first alphabetical entry will be displayed.

Use the ◄ or ► buttons to scroll through the directory to find the entry you want to save to the one-touch memory.

Or

To search alphabetically, press the relevant keypad button, for example to find Tom, press the **8** button to display the first entry beginning with `T` and then use the ◄ or ► buttons to scroll through the entries under `T`.

When the entry you want to save is displayed, press the **Menu** button to enter the directory menu.

The display shows `NEW?`

Press the ◄ or ► buttons to scroll to `SAVE TO (M1 - M5)?`

Press the ✔ button.

The display shows `PRESS (M1-M5).`

Press the memory button (**M1** to **M5**) where you want the number to be saved.

The display shows `RECORD SAVED!`

To dial this number in the future, you should follow the section '*To dial a direct memory*' on page 15.

To delete a directory entry

Note

When you delete a Directory entry, the name telephone and mobile number for this entry will all be deleted.

Press the **Directory** button.

The first alphabetical entry will be displayed.

Use the ◄ or ► buttons to scroll through the directory to find the entry you want to delete.

Or

To search alphabetically, press the relevant keypad button, for example to find Tom, press the **8** button to display the first entry beginning with T and then use the ◄ or ► buttons to scroll through the entries under T.

When the entry you want to delete is displayed, press the ✘ button.

The display shows DELETE?

Press the ✔ button to confirm.

The display shows RECORD DELETED!

Your Relate SMS will then automatically return to the standby screen.

To delete all directory entries

Press the **Directory** button.

The first alphabetical entry will be displayed.

Press the **Menu** button to enter the directory menu.

The display shows NEW?

Press the ◄ or ► buttons to scroll to DELETE ALL?

Press the ✔ button.

The display shows SURE?

Press the ✔ button again to confirm, the display shows ALL DELETED!

Your Relate SMS will then automatically return to the standby screen.

BT Calling Features

Caller Display

IMPORTANT

To use Caller Display you must first subscribe to the service from your Network Provider. A fee may be payable. For more information on BT's Calling Features call BT free on **0800 800 150**.

If you have subscribed to your Network Provider's Caller Display Service, you will be able to see your caller's number on your phones display (provided it is not withheld) prior to answering the call. If you have your caller's name and number stored in the directory you will see the name on the display as well as the number.

For example, your display will look like this:

Calls list

The Calls list holds details of the last 30 callers' numbers and they are stored in the order they were received. The caller's details are stored whether you answered the call or not. If a new number is received when the list is full, the oldest entry will be deleted automatically.

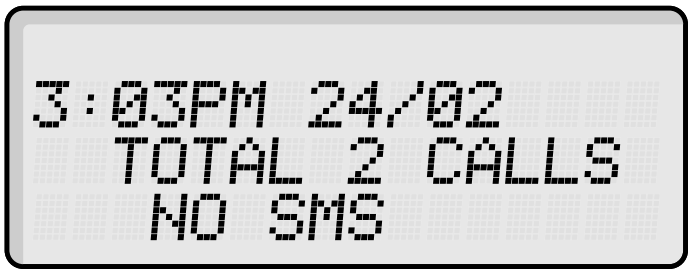
The Calls list can store numbers up to 16 digits long and names up to 16 characters long.

In standby mode, when you have 'new' calls in the Calls list, the red calls light will flash and the number of calls will be shown in the middle line of the display:

Note

The Calls list shows the last call received from each number, the time and date details of earlier calls from the same number being overwritten.

Once you have viewed all the new calls the red calls light will go out and the standby screen will show the total number of calls stored in the Calls list:



You can access all the Calls list menu options by pressing the **Calls** button followed by the **Menu** button. The available options are listed in the following sections.

To view and dial a number in the Calls list

To view a number in the Calls list:

Press the **Calls** button.

The most recently received number or name will be shown in the display.

Use the ◄ or ► buttons to scroll through the list.

When there are no more calls to view `END OF LIST!` will be displayed.

When all new calls have been viewed the red calls light will go out.

To dial a number in the Calls list:

When a number you want to dial is displayed, press the **Dial** button.

The display shows `LIFT HANDSET`. The number will be dialled automatically 3 seconds after lifting the handset.

Note

If the handset is not lifted within 6 seconds, your Relate SMS will automatically return to the standby screen.

To copy a number in the Calls list to the directory or to a direct memory

Calls

Press the **Calls** button.

The most recently received number will be shown.

Use the ◄ or ► buttons to scroll through the list to the number you want to copy.

Menu

When the number you want to copy is displayed, press the **Menu** button.

The display will show SAVE TO?

✔

Press the ✔ button to save the number to the directory.

Or

Press a memory button (**M1** to **M5**) to save the number to the direct memories.

The display shows TO TELEPHONE?

Either (to save as a telephone number):

✔

Press the ✔ button if you wish to store the number as a telephone number.

Note

You can edit the number from the calls list when it is shown followed by a flashing cursor. To edit use the ◄ ► buttons to move backwards and forwards through the digits and use the ✘ button to delete unwanted digits.

✔

Press the ✔ button to confirm the telephone number.

The display will show NAME: followed by a flashing cursor.

Enter a name using the keypad buttons (as shown on page 17, "*To store a name and number in the directory*").

✔

Press the ✔ button.

Then, if not saved as a mobile number, the display will show MOBILE: followed by a flashing cursor.

If you wish you can use the keypad to save a mobile number with this entry.

Note

If you do not want to store a mobile number, press the ✔ button when the display shows MOBILE:

✔

Press the ✔ button to confirm the mobile number.

Or (to save as a mobile number):

◄ ► ✔

If you wish to store the number as a mobile number, use the ◄ or ► buttons to display TO MOBILE? and then press the ✔ button.

The display shows TEL:

✔

Press the ✔ button without entering a telephone number.

Now you will need to store a name.

The display shows NAME: followed by a flashing cursor.

Enter a name using the keypad buttons.

If you do not enter a name the entry will be

stored as NO NAME before alphabetical entries.

Press the ✔ button.

Press ✔ button to confirm the mobile number.

The display shows RECORD SAVED!

Your Relate SMS will then automatically return to the standby screen.

To delete a number from the Calls list

Press the **Calls** button.

The most recently received number will be shown.

Use the ◄ or ► buttons to scroll through the list to the number you want to delete.

Press the ✘ button.

The display shows DELETE?

Press the ✔ button to confirm.

The display will show RECORD DELETED! and then return to the next entry in the Calls list.

Press the **Undo** button to return to the standby screen.

To delete the whole Calls list

Press the **Calls** button.

The most recently received number will be shown.

Press the **Menu** button.

The display will show SAVE TO?

Press the ◄ or ► buttons until the display shows DELETE ALL?

Press the ✔ button.

The display shows SURE?

Press the ✔ button again to confirm.

The display shows ALL DELETED!

SMS Text Messaging

Welcome to the SMS Text Messaging Service on your Relate SMS product. The SMS Service is being provided by Bizzyline (Direct) Ltd. Terms and Conditions of this service are supplied after the Help section of this user guide on page 42.

We recommend that you read these before you send your first SMS text message. By sending your first SMS text message you are agreeing to these Terms and Conditions.

IMPORTANT

You must subscribe to your Network Provider's Caller Display Service in order to use SMS text messaging. A fee may be payable. For this service to work, your number must be sent (not withheld). To ensure this, the SEND server number is prefixed with 1470 which releases your number for the text call, even if your number is normally withheld.

Note

If you use Call Divert to a fixed or mobile line then new messages will be held at the messaging server until you remove divert and send a message.

Your Relate SMS telephone can send and receive messages to any mobile phone (national and international) and compatible land line telephones.

Each SMS text message sent is charged at 12p inc. VAT* for the initial connection and then at local call rate thereafter (typical cost 12p). One text message is sent per connection. The typical total cost for sending one message is 12p.

*Correct at time of going to press.

To subscribe/register to the SMS text messaging service

Subscription/Registration is done by sending your first SMS text message from your Relate SMS product. When you send your first SMS message, the service will send you an SMS message welcoming you. You may also receive other automated text messages relevant to the service.

IMPORTANT

*If someone is sending you a text message from a **mobile phone**, then they should send the message to 07786 201010 and put your telphone number in the message between two # symbols – see page 37.*

Using SMS

Your Relate SMS has 3 message boxes:

INBOX For all incoming SMS text messages. The INBOX can hold up to 45 messages.

OUTBOX Where a copy of each message you have sent is stored. The OUTBOX can hold up to 45 messages.

DRAFTS Where you can store a message/ part written message to send at a later time. Drafts can hold up to 14 messages.

With SMS (Short Message Services) you can send and receive text messages up to 160 characters long. There is a maximum limit of 140 characters for each message sent or received from mobile phones. You can use any of the characters shown in the table below when writing your SMS text message.

Character map

Pressing the buttons for normal message writing gives you the following characters with each successive press of the button.

1	1 , . ? ! ' @ & ( ) : ; _
2 ABC	a b c 2 ä æ â à á â ç
3 DEF	d e f 3 è é ê ë
4 GHI	g h i 4 ì í î ï
5 JKL	j k l 5 €
6 MNO	m n o 6 ñ ö ò ó ô
7 PQRS	p q r s 7
8 TUV	t u v 8 ù ú û ü
9 WXYZ	w x y z 9
0	Space 0
*	★ # + - / = £ % $ < >
#	to switch between upper and lower case
◄	to skip backwards through the characters
►	to skip forwards through the characters

To write and send a message

Press the **SMS** button.

If you have no new SMS messages waiting to be read, the display shows WRITE MESSAGE?

Press the ✔ button.

Note

If the OUTBOX is nearly full, the display will show OUTBOX ALMOST FULL. DELETE SOME MESSAGES. *You will still be able to write and send a short SMS message, but then you will need to delete some old messages from the OUTBOX.*

The display shows a flashing cursor.

Use the keypad buttons to type in your message.

Use the ◄ or ► buttons to move backwards and forwards through the characters.

Use the ✘ button to delete any unwanted characters.

Press the ✔ button when your message is complete.

The display shows SEND?

To send the message:

Press the ✔ button.

The display shows TEL: followed by a flashing cursor.

Enter the telephone or mobile number to which you want to send your message.

Note

Alternatively, you may select numbers from your direct dial or directory memories.

Press the ✔ button.

The display shows SMS SENDING and then MESSAGE SENT flashes briefly in the display.

A copy of the message is kept in the OUTBOX.

To save the message to DRAFTS to send at a later time:

Press the ◄ or ► buttons to select SAVE TO DRAFTS?

Press the ✔ button to confirm. The display shows RECORD SAVED!

Your Relate SMS then automatically returns to standby.

Using the pre-programmed SMS messages

Press the **SMS** button.

If you have no new SMS messages waiting to be read, the display shows WRITE MESSAGE?

Press the ✔ button.

The display shows a flashing cursor.

Press the ◄ or ► button to view the list of pre-programmed messages.

Continue to press the ◄ or ► buttons to display the message you want to send.

Note

The display will only show the last 3 lines of a message. If you want to view or amend the text in the message you must first enter a character at the end and then use the ◄ or ► buttons.

The pre-programmed SMS messages you can select from are:

- Best Wishes
- Happy Birthday!
- Happy New Year!
- I am at home. Please call.
- I am at work. Please call.
- I can't answer right now, call me later at …
- I can't answer right now. I'll call you back later.
- I love you
- I'm running late. I will be there at …
- Make sure you are home for …
- On your way home, can you buy some …
- Please call
- See you at …
- To text me from your mobile, add #my telephone number# to the message and send it to 07786201010.
- What time are we meeting later?
- What time will you be home?

Once the message you want is displayed, you can use the keypad buttons to adapt or add to the message.

Use the ✘ button to delete any unwanted characters.

Press the ✔ button when your message is complete.

The display shows SEND?

Press the ✔ button.

The display shows TEL: followed by a flashing cursor.

Enter the telephone or mobile number to which you want to send your message.

Press the ✔ button.

The display shows SMS SENDING and then MESSAGE SENT flashes briefly in the display.

A copy of the message is stored in the Outbox and your Relate SMS then automatically returns to the standby screen.

SMS Warning messages

If you try to send a message and the message fails to send you will usually see one of the following messages on your display:

TEL LINE DISCONNECTED!

If your telephone line is disconnected. You will need to reconnect the telephone line, *see page 8*.

NO SMS PROVIDER!

If you have accidentally deleted your SMS providers numbers, *see page 36* to re-enter the numbers.

OUTBOX FULL.
DELETE SOME MESSAGES!

If your OUTBOX is full, *see page 35* for how to delete SMS messages.

MESSAGE UNSENT

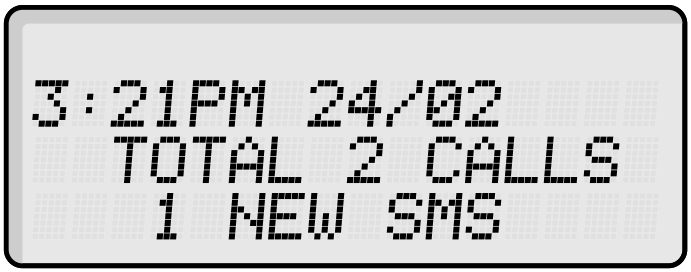
If the message was not received by the SMS provider. The message is saved to the OUTBOX so that you can resend it at a later time.

Receiving an SMS message

When you receive an SMS message the display will show RECEIVING SMS and then NEW SMS RECEIVED.

The red SMS light on the base will flash and you will hear the SMS message audible alert to let you know you have a new message.

The display will then show the standby screen:



The number of new messages received will remain on the bottom line of the display until they have been read.

When all new messages have been read the SMS light will stop flashing and the standby screen will show the total number of SMS messages in the bottom line of the display:

Delivery of SMS messages

The SMS Service will attempt to deliver a message to you three times, but if your line is busy or otherwise unavailable and the message is undelivered it will be stored for a maximum of three days. After 3 days the message will be deleted from the server. If you send an SMS text message within the 3 day period the server will attempt to deliver the message to you following your connection.

If you do not wish to be disturbed at a certain time of the day, you can arrange for your SMS messages to be delivered between preferred hours. To arrange this facility, please call 0911 023 5013 and leave a message clearly stating:

- Your name.
- Your full telephone number (including dialling code) that your Relate SMS is connected to.
- The start time and the end time for your messages to be delivered (e.g. start time 9.00am, end time 10.00pm).

Your SMS account will be updated within the next 48 hours.

IMPORTANT

If you have been sending or receiving SMS text messages and you then decide to unplug your Relate SMS from the telephone line or cancel your Caller Display subscription, we recommend you contact Bizzyline to ensure your telephone number is deleted from the SMS server database. (Please see page 47 for Bizzyline contact details). If you do not do this you may receive automated calls as the server attempts to send messages to your Relate SMS.

To read SMS messages

When you have received new SMS messages, the SMS light will flash and the number of new messages will be shown in the display.

When viewing your messages, you can differentiate between old and new messages, as when you have new messages the **NEW** icon will be displayed.

If you have messages to read:

Press the **SMS** button.

Press the ► button to scroll to INBOX.

If you have new messages waiting the display will already show INBOX.

Press the ✔ button to open the INBOX and read your messages.

If a message has not been viewed before the **NEW** icon will be shown in the display.

Use the ◄ or ► buttons to scroll to the message you want to read.

For each message the display shows the sender's number and the date and time the message was received.

Note

You may notice an additional digit (usually 9) at the end of numbers in received text messages. Where it is a 9, it has been added at the SMS server to indicate that sub-addressing, a feature that allows more than one SMS phone to be used on a line, is not being used. Relate SMS does not support sub-addressing, therefore, those receiving texts from you will find a 9 added to your number.

If this number is stored in your directory with a name then this will also be displayed.

Press the ✔ button to view the content of the message. The display will only show the last 48 characters of a message, to view the rest of the message use the ◄ or ► buttons to scroll the display.

Press the **Undo** button to return to the main message list

Press the ◄ or ► buttons to view the other messages in the list.

When you reach the end of the message list, the display will show `END OF LIST!`

Press the **Undo** button repeatedly to return to the standby screen.

To read messages stored in the OUTBOX or in DRAFTS

Press the **SMS** button.

Press the ► button to scroll to either `OUTBOX` or `DRAFTS`.

Press the ✔ button.

The contact details for the first message in the list will be displayed.

Press the ✔ button again to read the contents of this message.

If the whole message cannot be displayed, use the ◄ or ► buttons to scroll through and view the rest of the message.

Press the **Undo** button to return to the main message list.

Press the **Undo** button repeatedly to return to the standby screen.

To reply to a message

Press the **SMS** button.

Press the ► button to scroll to `INBOX`.

Press the ✔ button to open the `INBOX` and read your messages.

Use the ► button to scroll to and display the message you want to reply to.

Press the **Menu** button.

Press the ► button repeatedly to display `REPLY?`

Press the ✔ button.

The display shows a flashing cursor.

Use the keypad buttons to type in your message.

Press the ✔ button to confirm.

The display shows `SEND?`

Press the ✔ button.

The display shows the telephone number of the message sender.

Press the ✔ button to confirm you want to send your message to this number.

The display shows `SMS SENDING...` and then `MESSAGE SENT` flashes briefly in the display.

To forward a message from the INBOX or the OUTBOX

You can send a message you have received (that is in your INBOX) or a message that is in your OUTBOX on to another person.

Press the **SMS** button.

Press the ► button to select either INBOX or OUTBOX.

Press the ✔ button to read the messages in your chosen box.

Use the ◄ or ► buttons to scroll to and display the message you want to forward.

Press the **Menu** button.

Press the ► button repeatedly to display FORWARD?

Press the ✔ button.

The display shows the content of the message you want to forward.

Press the ✔ button.

The display shows SEND?

Press the ✔ button.

The display shows TEL: with a flashing cursor.

Enter the telephone number to which you want to send your message.

Press the ✔ button.

The display shows SMS SENDING..... and then MESSAGE SENT flashes briefly in the display.

To edit and send a message saved in Drafts

Press the **SMS** button.

Press the ► button repeatedly to display DRAFTS.

Press the ✔ button.

The display shows the newest draft message.

Use the ◄ or ► buttons to scroll to and display the number of the message you want to edit.

Press the ✔ button to view the message.

Press the **Menu** button.

Press the ► button repeatedly to display EDIT?

Press the ✔ button.

The message is displayed followed by a flashing cursor.

Use the ◄ or ► buttons to move backwards or forwards through the message to the point where you want to edit the message.

Use the ✘ button to delete any unwanted characters.

Enter any new characters using the keypad.

When you are happy with the new message, press the ✔ button.

The display shows SEND?

Press the ✔ button.

The display shows TEL: with a flashing cursor.

Enter the telephone number to which you want to send your message.

Press the ✔ button.

The display shows SMS SENDING ..... and then MESSAGE SENT flashes briefly in the display.

To save an SMS sender's phone number to the directory or direct memories

Press the **SMS** button.

Press the ► button to display INBOX.

Press the ✔ button to open the INBOX.

Use the ◄ or ► buttons to scroll to the sending number you want to save.

Press the **Menu** button.

Press the ► button repeatedly to display SAVE TO?

Press the ✔ button to automatically save the number to the directory.

Or

Press a memory button (**M1** to **M5**) to save to the memory.

The display shows TO TELEPHONE?

Either…

To store the number as a telephone number:

Press the ✔ button.

The telephone number to be saved is displayed.

You may notice an additional digit (usually 9) at the end of numbers in received text messages. See the note box on *page 31* for more information. Voice calls from that telephone will NOT include the sub-address digit in the Calls list so delete this digit (use ✘) before saving to a memory. Voice calls will then match and display the caller's name.

Press the ✔ button to confirm.

Or…

To store the number as a mobile number:

Use the ◄ or ► buttons to display TO MOBILE?

Press the ✔ button.

The display shows TEL:

Press the ✔ button without entering a telephone number.

Now you will need to store a name.

The display shows NAME: followed by a flashing cursor.

Enter a name using the keypad buttons.

If you do not enter a name the entry will be stored as NO NAME before alphabetical entries.

Press the ✔ button.

If you selected TO TELEPHONE – the display shows MOBILE: followed by a flashing cursor.

If you wish you can use the keypad buttons to save a mobile number with this entry.

Or

If you selected TO MOBILE – then the number to be saved is displayed.

Press the ✔ button.

The display shows RECORD SAVED!

Press the **Undo** button repeatedly to return to the standby screen.

To delete individual messages

Press the **SMS** button.

Press the ► button to select either INBOX, OUTBOX or DRAFTS.

Press the ✔ button.

Use the ◄ or ► buttons to scroll to and display the message you want to delete.

Press the **Menu** button.

Press the ► button repeatedly to display DELETE?

Press the ✔ button.

The display shows RECORD DELETED!

The display will then show the next SMS message in your chosen BOX.

Press the **Undo** button to return to the standby screen.

To delete all messages in the INBOX, OUTBOX or DRAFTS

Press the **SMS** button.

Press the ► button to select either INBOX, OUTBOX or DRAFTS.

Then press the ✔ button.

Press the **Menu** button.

Press the ► button repeatedly to display DELETE ALL?

Press the ✔ button.

The display shows SURE?

Press the ✔ button to confirm.

The display shows ALL DELETED!

The display will then automatically return to the standby screen.

SMS Service Centre numbers

To be able to send and receive SMS text messages you need the telephone number of your Network's SMS Centre. The Bizzyline (Direct) Ltd. numbers are pre-set in your Relate SMS telephone.

The pre-set number settings are:

SEND TEL. NO:

1470P09110235029

1470

This will ensure that you do not withhold your number on this call.

P

This inserts a pause before dialling the number.

RECEIVE TEL. NO:

01612745990

Note

In certain circumstances e.g. if advised by Bizzyline or as a result of information in the troubleshooing guide you may need to change these numbers.

To change the SMS Centre phone numbers

You can change the SMS Centre for sending and receiving SMS text messages

Make sure you understand the special features and services offered by the SMS Service Provider before you change the pre-set numbers.

To edit or change the pre-set Service Centre numbers:

Press the **Menu** button.

The display shows `SET CONTRAST`.

Press the ◄ or ► buttons to scroll to `SMS PROVIDERS`.

Press the ✔ button.

The display shows the current send setting e.g. `SEND TEL. NO: 14700911023502 9`.

Use the ✘ button to delete the current number and enter your new service providers 'send' number using the keypad buttons.

When the number is correct, press the ✔ button.

The display shows `SEND TEL. No: COMPLETED` and then displays the current receive setting `RECEIVE TEL. NO: 01612745990`.

Use the ✘ button to delete the current number and enter your new service providers 'receive' number using the keypad buttons.

When the number is correct, press the ✔ button.

Your Relate SMS returns to the standby screen.

Sending SMS text messages from mobile phones

Your Relate SMS telephone can receive messages from ANY mobile phone (both national and international) provided you follow the instructions below:

When replying to a Relate SMS telephone from a mobile phone

Mobile users should select REPLY on their mobile phone and anywhere within the text of their message they must insert the fixed line telephone number with a **#** symbol before and after it.

This will ensure the message is successfully received by your Relate SMS telephone.

For example, when replying to telephone number **01234123456** anywhere within the text of the message the sender should add **#01234123456#**.

```
See you at nine
#01234123456#
Bye
```

When sending a new message to a Relate SMS telephone from a mobile phone

When mobile users compose an SMS text message they must insert, anywhere within the message, the fixed line telephone number with a **#** symbol before and after it.

The message must be sent to **07786 201 010** in order for the message to be successfully received by the Relate SMS user.

For example, when sending a message to telephone number **01234123456** anywhere within the text of the message the sender would have to add **#01234123456#**. The SMS text message should then be sent to **07786 201 010**.

Note

Mobile users are advised to store the Relate text server number **07786 201 010** *in their mobile phone directory.*

New SMS text messages sent from mobile phones are sent to **07786 201 010** *(SMS server) who forward the message to the recipient.*

General information

Guarantee

Your Relate SMS is guaranteed for a period of 12 months from the date of purchase. Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Relate SMS or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

Prior to returning your product, please read the *'Help section'* beginning on *page 40*.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent TecLogic on **01672 564444** or a local qualified repairer.

If you have to return your product

Please refer to the Help section on *page 40*. If you still feel you have to return your product, pack the telephone securely, preferably in the original packaging. All parts must be returned, including line cords and original batteries. (Please note that we can not take responsibility for goods damaged in transit).

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Relate SMS has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

It is recommended that you use AA Alkaline batteries with your Relate SMS.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

If you would like a copy of the Declaration of Conformity please visit: www.ateamtech.com/products/doc/relatesms/

BT Accessories and Replacement Items

For a full range of accessories and replacement items for BT products please call 0870 240 5522, or visit:

Switchboard compatibility

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone and timed break recall. If in doubt please consult your service provider.

To insert a pause in a stored number

With some switchboards, after dialling the access code e.g. **9** you may have to wait for a moment while the switchboard picks up an outside line.

Pause

If so, when storing a directory or direct memory number, press **Pause** before entering the telephone number.

To use the recall button

R

You may need to use the recall function if you are connected to a switchboard/PBX, contact your supplier for further information. The recall function is set to timed break recall and is also used for BT Calling Features.

Help

If you have any problems using your Relate SMS, this section will give you the most common, easy to follow solutions.

Telephone problems	Possible cause	Solution
• No dialling tone.	Telephone not connected to the telephone line.	Plug the telephone into the telephone line.
• You have dialling tone but the telephone will not dial out.	You are connected to a PBX and are not dialling the access code.	See page 39 for more information on switchboard use.
• No Directory name and number stored.	You may have entered a name and not a number.	You need to save both a name and number when storing an entry in the directory, see *page 17*.
• SMS Messages cannot be sent and the screen displays: TEL LINE DISCONNECTED!	The telephone line has been accidentally disconnected.	You will need to reconnect the telephone line before you can send any further messages or make any calls.
NO SMS PROVIDER!	You may have accidentally deleted your SMS providers numbers.	See *page 36* to re-enter the numbers.
OUT BOX FULL. DELETE SOME MESSAGES!	Your OUTBOX has reached it's maximum capacity for messages.	See *page 35* for how to delete SMS messages.
MESSAGE UNSENT	The message was not received by the SMS provider.	The message will be automatically saved to the OUTBOX. You can try to resend it from the OUTBOX at a later time.
	There may be a fault on the line.	Check your telephone line is working correctly.
	You may have more than one product plugged into the line.	Remove other products.

Telephone problems	Possible cause	Solution
• SMS messages are not received by Relate SMS.	A second SMS phone or incompatible product is also connected to your line. The receive server number may be incorrect for your line.	Unplug the other phone or product. If Caller Display is usually delivered with a prefix 9 then change the receive server number (see page 36) to 901612745990.
• Not receiving text messages but receiving non voice calls from an unknown number, typically 0161.	Your network manages text calls in a different way to the BT Network. Caller Display is not enabled on your line.	Change the receive tel no pg 35 to the number which is calling you. Check with your network provider.
• Messages are unsent.	The send server number may be incorrect for your line. You may have premium rate numbers barred on your line.	If a 9 is normally dialled for a network line, change the send server number (see Page 36) to 914700911023029. i.e. add a 9 and delete the P. Contact your network provider.
• SMS messages are not sent and are lost in the attempt to send.	The procedure to send text uses more battery power than needed for idle line displays. The battery low icon is showing advising batteries need changing.	Replace the batteries.
• Other Caller Display products log calls from the SMS Server (typically 01612745990) but Relate does not show them.	Intended design feature – the call is not a voice call. Calls from the SMS Server, which match the programmed number, are silently answered by Relate.	Not a problem for solving.
• Calls from the SMS Server cause the ringer to chirp.	Cable networks (typically NTL/Telewest) deliver a single burst of ringing before the data which identifies the call as a text.	Contact Bizzyline if delivery of text messages causes night disturbance. A personal delivery times profile can be set up.

SMS Service Conditions

For Bizzyline (Direct) Ltd.

Note

You must read the following conditions before you register for SMS Service, by registering you have accepted these conditions.

1. INTERPRETATION

In this Contract:

"Authorised User" means anyone the Customer allows to use the Service.

"Bizzyline" means Bizzyline (Direct) Ltd. of Warford Hall, Merrymans Lane, Great Warford, Alderley Edge, Cheshire. SK9 7TP. Registered in England No. 3308270.

"BT" means British Telecommunications plc of 81 Newgate Street, London, EC1A 7AJ registered in England No. 1800000.

"Code of Conduct" means the guidelines regarding the use of **SMS** issued by Bizzyline for the protection of the Customer and other users of the Service.

"Contract" means, in order of precedence, these Conditions and Registration by sending the first SMS message.

"Customer" means the person using the service.

"Helpdesk" means the helpdesk facility provided by BT to handle enquiries and administration for the Service.

"Service" means the SMS service and any other related or ancillary services provided by Bizzyline in conjunction with **BT**.

"Software" means any software provided by BT to enable the Customer to access or use the Service.

2. DURATION

This Contract begins on the date that the Customer registers for service by sending their first SMS message and will continue until terminated in accordance with this Contract.

3. PROVISION OF THE SERVICE

3.1 Bizzyline will provide the Customer with the Service on the terms of this Contract.

3.2 Bizzyline will use reasonable endeavours to provide the Service by any date agreed with the Customer but all dates are estimates and Bizzyline has no liability for any failure to meet any date.

3.3 Bizzyline will provide the Service with the reasonable skill and care of a competent service provider.

3.4 It is technically impracticable to provide a fault free Service and Bizzyline does not undertake to do so. Bizzyline will however repair any reported faults as soon as it reasonably can.

3.5 Bizzyline cannot be held accountable for loss of service caused by faults, maintenance or other issues on the mobile networks which are outside of Bizzyline's direct control.

3.6 Occasionally Bizzyline may:

(a) change the technical specification of the Service, provided that any change to the technical specification does not materially affect the performance of the Service;

(b) suspend the Service for operational reasons such as repair, maintenance or improvement of the Service or because of an emergency. Bizzyline will restore the Service as soon as it reasonably can after suspension; *or*

(c) give the Customer instructions which it believes are necessary for reasons of health, safety or the quality of any service provided by Bizzyline to the Customer or any other customer.

3.7 Except for Software (if any) provided to the Customer by Bizzyline as part of the Service, the Customer is responsible for providing suitable software and telecommunications equipment and services necessary to access and use the Service. This Contract does not include the provision of telecommunications services necessary to connect to and use the Service.

3.8 The Customer is responsible for the acts and omissions of all Authorised Users in connection with the Service and is liable for any failure by any Authorised User to perform or observe the terms and conditions of this Contract, including any instructions issued under paragraph 3.6.

3.9 The Customer acknowledges that he or she is aware of the Code of Conduct and that the Code of Conduct has been made available for the protection and safety of the Customer and others using the Service. The Customer agrees to ensure that any Authorised Users are aware of and familiar with the Code of Conduct.

4. SECURITY

4.1 The Customer is responsible for the security and proper use of all information used in connection with the Service and must take all necessary steps to ensure that this is kept confidential, secure, used properly and not disclosed to unauthorised people.

4.2 The Customer must immediately inform Bizzyline if there is any reason to believe that information has or is likely to become known to someone not authorised to use it or is being or is likely to be used in an unauthorised way.

4.3 Bizzyline reserves the right to suspend access to the Service if at any time Bizzyline considers that there is or is likely to be a breach of security.

4.4 Bizzyline reserves the right (at its sole discretion) to require the Customer to change information used by the Customer in connection with the Service.

4.5 The Customer must immediately inform Bizzyline of any changes to the information the Customer supplied when registering for the Service.

5. USE OF THE SERVICE

5.1 The Service is provided solely for the Customer's own use (including use by Authorised Users) and the Customer will not sell or attempt to sell the Service (or any part or facility of it) to any third party.

5.2 The Service may be used by individuals who are at least 18 years of age or by minors who have the permission of a parent or responsible adult to use the Service.

5.3 The Customer is solely responsible for evaluating any goods (including software) or services offered by third parties via the Service. Bizzyline will not be a party to or in any way responsible for any transactions between the Customer and third parties.

5.4 The Service must not be used by the Customer or any Authorised User in a way that does not comply with:

(a) the terms of any legislation or any licence applicable to the Customer or that is in any way unlawful;

(b) any instructions given by Bizzyline under paragraph 3.6(c); *or*

(c) the Code of Conduct.

5.5 The Service must not be used by the Customer or any Authorised User:

(a) fraudulently, in connection with a criminal offence, or otherwise unlawfully;

(b) to send, receive, upload, download, use or re-use any information or material which is offensive, abusive, indecent, defamatory, obscene or menacing, or in breach of confidence, copyright, privacy or any other rights;

(c) to cause annoyance, inconvenience or needless anxiety;

(d) to send or provide unsolicited advertising or promotional material or to receive responses to any unsolicited advertising or promotional material sent or provided using the Service by any third party; *or*

(e) other than in accordance with the acceptable use policies of any connected networks.

5.6 If the Customer, an Authorised User or anyone else, with or without the Customer's knowledge or approval, uses the Service in contravention of paragraphs 5.1, 5.2, 5.3, 5.4 or 5.5. Bizzyline may treat the contravention as a material breach of this Contract which cannot be remedied for the purposes of paragraph 10.

5.7 The Customer must indemnify Bizzyline against any claims or legal proceedings which are brought or threatened against Bizzyline by a third party because:

(a) the Service is used in breach of the provisions of this paragraph 5; *or*

(b) the Service is faulty or cannot be used by that third party. Bizzyline will notify the Customer of any such claims or proceedings and keep the Customer informed as to the progress of such claims or proceedings.

6. CONFIDENTIALITY

6.1 Bizzyline will keep in confidence any information provided to it by the Customer when registering for the Service or otherwise under this Contract and will not disclose that information to any person (other than its employees, contractors, or professional advisers, or the employees or contractors of a Bizzyline Group Company who need to know the information) without the Customer's consent.

Conditions for Bizzyline (Direct) Ltd, Issue 1, 5 July 2001 13

6.2 This paragraph 6 will not apply to:

(a) any information which has been published other than through a breach of this Contract;

(b) information lawfully in the possession of the recipient before the disclosure under this Contract took place;

(c) information obtained from a third party who is free to disclose it;

(d) information which a party is requested to disclose and if it did not could be required by law to do so; or

(e) information which has been reduced by Bizzyline to anonymous, non-personal form before disclosure.

6.3 This paragraph 6 will remain in effect for 2 years after the termination of this Contract.

7. LIMITATION OF LIABILITY

7.1 Bizzyline accepts unlimited liability for death or personal injury resulting from its negligence and paragraphs 7.2 and 7.3 do not apply to such liability.

7.2 Bizzyline is not liable to the Customer, either in contract, tort (including negligence) or otherwise for direct or indirect loss of profits, business or anticipated savings, nor for any indirect or consequential loss or damage or for any destruction of data.

7.3 Bizzyline's liability to the Customer in contract, tort (including negligence) or otherwise in relation to this Contract is limited to £1,000 for any one incident or series of related incidents and to £2,000 for all incidents in any period of 12 months.

7.4 Bizzyline excludes all liability of any kind in respect of any material which can be accessed using the Service and is not responsible in any way for any goods (including software) or services provided by third parties advertised, sold or otherwise made available by means of the Service.

7.5 Bizzyline is not liable to the Customer either in contract, tort (including negligence) or otherwise for the acts or omissions of other providers of telecommunications or services or for faults in or failures of their equipment.

7.6 Each provision of this Contract, excluding or limiting liability, operates separately. If any part is held by a court to be unreasonable or inapplicable, the other parts shall continue to apply.

Conditions for Bizzyline (Direct) Ltd, Issue 1, 5 July 2001

8. MATTERS BEYOND REASONABLE CONTROL

If Bizzyline is unable to perform any obligation under this Contract because of a matter beyond its reasonable control such as lightning, flood, exceptionally severe weather, fire, explosion, war, civil disorder, industrial disputes (whether or not involving its employees), or acts of local or central Government or other competent authorities, or events beyond the reasonable control of its suppliers, it will have no liability for that failure to perform.

9. TERMINATION OF THIS CONTRACT BY NOTICE

Either party may terminate this Contract on 14 days' notice to the other, without prejudice to any rights that have accrued before termination. Upon termination (for whatever reason), Bizzyline may re-allocate any information associated with the terminated Service.

Conditions for Bizzyline (Direct) Ltd, Issue 1, 5 July 2001 15

10. BREACHES OF THIS CONTRACT

10.1 Either party may terminate this Contract or the provision of Service under it without notice if the other:

(a) commits a material breach of this Contract, which is capable of remedy, and fails to remedy the breach within a reasonable time of a written notice to do so;

(b) commits a material breach of this Contract which cannot be remedied; or

(c) is repeatedly in breach of this Contract.

10.2 If any of the events detailed in paragraph 10.1 occur because of the Customer or an Authorised User, Bizzyline may suspend the Service without prejudice to its right to terminate this Contract. At its sole discretion, Bizzyline reserves the right to suspend or terminate any Authorised User's use of the Service as an alternative remedy to immediate suspension or termination of the Contract.

This remedy is without prejudice to Bizzyline's right subsequently to suspend or terminate the Contract. Bizzyline may refuse to restore Service which has been suspended under this paragraph until it has received assurances satisfactory to Bizzyline that the breach has been remedied and will not be repeated.

10.3 Termination under this paragraph is without prejudice to any rights that may have accrued before termination.

10.4 If either party delays in acting upon a breach of this Contract that delay will not be regarded as a waiver of that breach. If either party waives a breach of this Contract that waiver is limited to that particular breach.

10.5 Upon termination (for whatever reason), Bizzyline may re-allocate any information associated with the terminated Service.

11. CHANGES TO THIS CONTRACT

Bizzyline can change the Conditions of this Contract at any time on 14 days' notice to the Customer.

12. ASSIGNMENT

Neither party may assign or transfer any of its rights or obligations under this Contract, without the written consent of the other, except that Bizzyline may assign its rights or obligations (or both) to a Bizzyline Group Company without consent.

13. ENTIRE AGREEMENT

This Contract contains the whole agreement between the parties and supersedes all previous written or oral agreements relating to its subject matter.

14. NOTICES

Notices given under this Contract may be delivered on-line, in writing or by SMS message; notices will be deemed effective on the date of publication, or otherwise as notified to the Customer by Bizzyline. A notice from Bizzyline which is sent by SMS to the Customer's

SMS mailbox will be deemed effective 3 days after the date it is sent. A notice from the Customer to Bizzyline will be deemed effective when received by Bizzyline at the address on these Terms and Conditions.

15. DATA PROTECTION CONSENT

By accepting the terms and conditions of this Contract, the Customer grants Bizzyline and its agents processing data on Bizzyline's behalf, permission, in accordance with the Data Protection Acts 1984 and 1998, to send the Customer unsolicited advertising and promotional material pertaining to other Bizzyline products and services and to third-party products and services selected by Bizzyline. The Customer may revoke permission to Bizzyline and its agents to send the Customer unsolicited advertising and promotional material pertaining either to other Bizzyline products and services or to third party products and services, or both, by writing to us at the address on these Terms and Conditions.

Conditions for Bizzyline (Direct) Ltd, Issue 1, 5 July 2001

16. LAW

This Contract is governed by the law of England and Wales.

17. HELPLINE

If you have any questions relating to the SMS service, please call 0906 3020069 (calls are charged at 50p per minute and the helpdesk is open from 9.00am-5.30pm (Mon-Fri) or email SMSService@bizzyline.net.

Conditions for Bizzyline (Direct) Ltd, Issue 1, 5 July 2001 17

CODE OF CONDUCT:

How should I behave when I use the Bizzyline SMS Service?

Here are a few guidelines for you to consider when you're using SMS, which like any Service, can allow strangers to meet and chat anonymously.

Remotely, people may not be who they say they are.

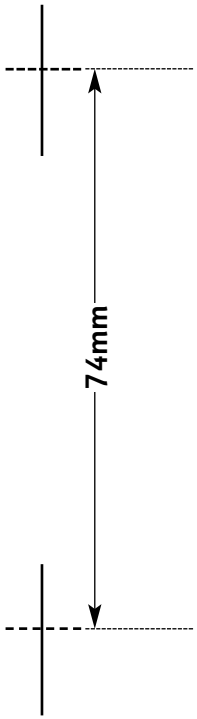
You could be putting yourself at risk if you arrange to meet someone you've met through the SMS service. If you do agree to meet someone, never go alone, always meet in a public place. Never go in the other person's car, and do tell a friend where you're going and, just as importantly, when you'll be back.

Don't give out your name, address, or telephone number or ask anyone else for this information via SMS.

Please don't intimidate others on the SMS service by sending abusive, menacing or obscene messages – you will be in breach of the Conditions for Bizzyline if you do.

Wall-mounting template

If wall-mounting your Relate SMS, drill two holes for the screws using this template and insert the wall plugs provided (if required).



Index

At a glance 1

Audible SMS alert 13

Batteries
- install 7
- low warning 7

Caller Display 22

Call timer 11

Calls
- end 11
- make 10
- preparatory 10
- receive 11
- redial 11

Calls list
- copy to directory or direct memory 24
- delete 25
- dial number 23
- view 23

Character map 15, 27

Cleaning 6

Clock – set 12, 13

Copy
- from calls list to direct memory or directory 24
- from direct memory to directory 16
- from directory to direct memory 20

Date – set 13

Delete
- calls list 25
- direct memory name and number 17
- directory name and number 21
- SMS message 35

Desk mounting 8

Direct memory
- character map 15
- copy to directory 16
- delete 17
- dial number 15
- edit 16
- store 14

Directory
- copy from directory to a direct memory 20
- delete 21
- dial number 18
- edit 19
- store name and number 17
- view number 18

Display
- contrast 12
- icons 2

End a call 11

Guarantee 38

Help 40

Location of product 7

Make a call 10

Memory
- character map 15
- copy to directory 16
- delete 17
- dial number 15
- edit 16
- store name and number 14

Menu structure 3

On/off
- secrecy 12
- SMS audible alert 13

Pause – insert 39

Preparatory dialling 10

Pre-programmed SMS messages 29

Read SMS messages 31

Recall 39

Receiving calls 11

Receiving an SMS message 30

Redial 11

Register to SMS service 26

Reply to an SMS message 32

Returning your product 38

Ringer Equivalence Number (REN) 38

Ringer volume 11

Safety information 6

Secrecy 12

Set time and date 13

Setting up 7

Service Centre numbers 36

SMS Service Conditions 42

SMS
- audible alert on/off 13
- character map 27
- delete 35
- delivery of messages 31
- edit message 33
- forward message 33
- pre-programmed messages 29
- read messages 31, 32
- receiving messages 30
- reply to messages 32
- save number to memory/directory 34
- send message 28, 33
- sending text messages from mobile phones to the Relate SMS 37
- Service Centre numbers 36
- Service Conditions 42
- subscribe/register 26
- warning messages 30
- write messages 28

Standby screen 2

Store name and number
- in directory 17
- in direct memory 14

Switchboard compatibility 39

Technical information 38

Telephone line cord 8

Time – set 13

Unpacking 5

Volume – ringer 11

Wall mounting 9

Wall mounting template 49

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Registered Office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No. 1800000.
BT Relate SMS Issue 2 (08/03) 1
Designed and produced by The Art & Design Partnership Ltd.
Printed in Hong Kong

CE